

REFERENCE TITLE: **homeless services; office; board**

State of Arizona
House of Representatives
Fifty-seventh Legislature
Second Regular Session
2026

HB 2533

Introduced by
Representative Gress

AN ACT

AMENDING TITLE 41, CHAPTER 27, ARTICLE 2, ARIZONA REVISED STATUTES, BY
ADDING SECTION 41-3030.27; AMENDING TITLE 41, CHAPTER 37, ARIZONA REVISED
STATUTES, BY ADDING ARTICLE 6; RELATING TO HOMELESSNESS.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Be it enacted by the Legislature of the State of Arizona:

2 Section 1. Title 41, chapter 27, article 2, Arizona Revised
3 Statutes, is amended by adding section 41-3030.27, to read:

4 41-3030.27. Office of homeless services; termination July 1,
5 2030

6 A. THE OFFICE OF HOMELESS SERVICES TERMINATES ON JULY 1, 2030.

7 B. TITLE 41, CHAPTER 37, ARTICLE 6 AND THIS SECTION ARE REPEALED ON
8 JANUARY 1, 2031.

9 Sec. 2. Title 41, chapter 37, Arizona Revised Statutes, is amended
10 by adding article 6, to read:

11 ARTICLE 6. OFFICE OF HOMELESS SERVICES

12 41-4101. Definitions

13 IN THIS ARTICLE, UNLESS THE CONTEXT OTHERWISE REQUIRES:

14 1. "BOARD" MEANS THE ARIZONA HOMELESS SERVICES BOARD.

15 2. "CONTINUUM OF CARE ORGANIZATION" MEANS A REGIONAL OR LOCAL
16 PLANNING BODY DESIGNATED BY THE UNITED STATES DEPARTMENT OF HOUSING AND
17 URBAN DEVELOPMENT.

18 3. "DIRECTOR" MEANS THE DIRECTOR OF THE OFFICE.

19 4. "EXECUTIVE COMMITTEE" MEANS THE EXECUTIVE COMMITTEE OF THE
20 BOARD.

21 5. "HOMELESS MANAGEMENT INFORMATION SYSTEM" MEANS AN INFORMATION
22 TECHNOLOGY SYSTEM THAT:

23 (a) IS USED TO COLLECT CLIENT DATA AND DATA ON HOUSING AND SERVICES
24 PROVIDED TO HOMELESS INDIVIDUALS AND INDIVIDUALS AT RISK OF HOMELESSNESS
25 IN THIS STATE.

26 (b) MEETS THE REQUIREMENTS OF THE UNITED STATES DEPARTMENT OF
27 HOUSING AND URBAN DEVELOPMENT.

28 6. "HOMELESS SERVICES BUDGET" MEANS THE ANNUAL BUDGET AND OVERVIEW
29 OF ALL HOMELESS SERVICES AVAILABLE IN THIS STATE PURSUANT TO SECTION
30 41-4103.

31 7. "OFFICE" MEANS THE OFFICE OF HOMELESS SERVICES.

32 8. "SERVICE PROVIDER" MEANS AN AGENCY IN THIS STATE OR A CITY, TOWN
33 OR COUNTY OR PRIVATE ORGANIZATION IN THIS STATE THAT PROVIDES SERVICES TO
34 INDIVIDUALS WHO ARE EXPERIENCING HOMELESSNESS IN THIS STATE OR WHO ARE AT
35 RISK OF BECOMING HOMELESS.

36 41-4102. Office of homeless services; director; powers and
37 duties

38 A. THE OFFICE OF HOMELESS SERVICES IS ESTABLISHED. THE OFFICE SHALL
39 ASSIST IN PROVIDING HOMELESS SERVICES IN THE STATE.

40 B. THE GOVERNOR SHALL APPOINT THE DIRECTOR PURSUANT TO SECTION
41 38-211. THE DIRECTOR IS ELIGIBLE TO RECEIVE COMPENSATION PURSUANT TO
42 SECTION 38-611. THE OFFICE MAY EMPLOY CLERICAL, PROFESSIONAL AND
43 TECHNICAL PERSONNEL SUBJECT TO CHAPTER 4, ARTICLE 4 OF THIS TITLE AND
44 SHALL PRESCRIBE THEIR DUTIES AND DETERMINE THEIR COMPENSATION PURSUANT TO
45 SECTION 38-611.

- 1 C. THE OFFICE SHALL:
- 2 1. COORDINATE HOMELESS SERVICES IN THIS STATE.
- 3 2. MANAGE, ALONG WITH THE APPROVAL OF CONTINUUM OF CARE
- 4 ORGANIZATIONS APPROVED BY THE UNITED STATES DEPARTMENT OF HOUSING AND
- 5 URBAN DEVELOPMENT, A HOMELESS MANAGEMENT INFORMATION SYSTEM IN THIS STATE
- 6 THAT DOES ALL OF THE FOLLOWING:
- 7 (a) SHARES DATA WITH SERVICE PROVIDERS IN THIS STATE REGARDING
- 8 INDIVIDUALS WHO ARE EXPERIENCING HOMELESSNESS IN THIS STATE OR WHO ARE AT
- 9 RISK OF BECOMING HOMELESS.
- 10 (b) IS EFFECTIVE AS A CASE MANAGEMENT SYSTEM.
- 11 (c) EXCEPT FOR INDIVIDUALS RECEIVING SERVICES WHO ARE VICTIMS OF
- 12 DOMESTIC VIOLENCE, INCLUDES AN EFFECTIVE AUTHORIZATION PROTOCOL FOR
- 13 ENCOURAGING INDIVIDUALS WHO ARE PROVIDED WITH ANY HOMELESS SERVICES IN
- 14 THIS STATE TO PROVIDE ACCURATE INFORMATION TO PROVIDERS.
- 15 (d) MEETS THE REQUIREMENTS OF THE UNITED STATES DEPARTMENT OF
- 16 HOUSING AND URBAN DEVELOPMENT AND ANY OTHER FEDERAL REQUIREMENTS.
- 17 D. THE OFFICE MAY APPLY FOR FEDERAL GRANTS, LOANS AND ANY OTHER
- 18 FEDERAL PROGRAMS TO PROVIDE MONIES FOR THE OFFICE.
- 19 41-4103. Director; powers and duties; annual report
- 20 A. THE DIRECTOR SHALL:
- 21 1. IN COOPERATION WITH THE BOARD, DEVELOP AND MAINTAIN AN ANNUAL
- 22 HOMELESS SERVICES BUDGET AND OVERVIEW OF ALL HOMELESS SERVICES AVAILABLE
- 23 TO RESIDENTS IN THIS STATE.
- 24 2. OVERSEE MONIES PROVIDED FOR HOMELESS SERVICES IN THIS STATE,
- 25 INCLUDING THE PROPERTY LOSS HOMELESSNESS COMPENSATION FUND ESTABLISHED BY
- 26 SECTION 41-4105.
- 27 3. PROVIDE ADMINISTRATIVE SUPPORT TO THE BOARD AND SERVE AS A
- 28 MEMBER OF THE BOARD.
- 29 4. AT THE GOVERNOR'S REQUEST, REPORT DIRECTLY TO THE GOVERNOR ON
- 30 ISSUES REGARDING HOMELESSNESS IN THIS STATE.
- 31 5. REPORT TO THE PRESIDENT OF THE SENATE AND THE SPEAKER OF THE
- 32 HOUSE OF REPRESENTATIVES AT LEAST TWICE EACH YEAR ON ISSUES REGARDING
- 33 HOMELESSNESS IN THIS STATE AND ANY RECOMMENDATIONS FOR IMPROVEMENT.
- 34 6. ENSURE THAT THE ANNUAL HOMELESS SERVICES BUDGET PURSUANT TO THIS
- 35 SECTION INCLUDES AN OVERVIEW AND COORDINATION PLAN FOR ALL FUNDING SOURCES
- 36 FOR HOMELESS SERVICES IN THIS STATE, INCLUDING FROM AGENCIES IN THIS
- 37 STATE, CONTINUUM OF CARE ORGANIZATIONS, HOUSING AUTHORITIES, LOCAL
- 38 GOVERNMENTS, FEDERAL SOURCES AND PRIVATE ORGANIZATIONS.
- 39 7. OUTLINE SPECIFIC GOALS AND MEASURABLE BENCHMARKS FOR MINIMIZING
- 40 HOMELESSNESS IN THIS STATE AND COORDINATING SERVICES FOR INDIVIDUALS
- 41 EXPERIENCING HOMELESSNESS AMONG ALL SERVICE PROVIDERS IN THIS STATE.
- 42 8. IDENTIFY THE BEST PRACTICES OR INNOVATIVE STRATEGIES AND
- 43 RECOMMEND IMPROVEMENTS FOR INDIVIDUALS EXPERIENCING HOMELESSNESS IN THIS
- 44 STATE TO ENSURE THE SERVICES ARE PROVIDED IN A SAFE, COST-EFFECTIVE AND
- 45 EFFICIENT MANNER.

1 9. IDENTIFY BEST PRACTICES OR INNOVATIVE STRATEGIES AND RECOMMEND
2 IMPROVEMENTS IN COORDINATING THE DELIVERY OF SERVICES TO THE VARIETY OF
3 POPULATIONS EXPERIENCING HOMELESSNESS IN THIS STATE, INCLUDING THROUGH THE
4 USE OF ELECTRONIC DATABASES AND IMPROVED DATA SHARING AMONG ALL SERVICE
5 PROVIDERS IN THE STATE.

6 10. IDENTIFY GAPS AND RECOMMEND SOLUTIONS IN THE DELIVERY OF
7 SERVICES TO THE VARIETY OF POPULATIONS EXPERIENCING HOMELESSNESS IN THIS
8 STATE.

9 B. IN OVERSEEING FUNDING PURSUANT TO THIS SECTION, THE DIRECTOR:

10 1. SHALL PRIORITIZE THE FUNDING OF PROGRAMS AND PROVIDERS THAT HAVE
11 A DOCUMENTED HISTORY OF SUCCESSFULLY DOING ANY OF THE FOLLOWING:

12 (a) REDUCING THE NUMBER OF INDIVIDUALS EXPERIENCING HOMELESSNESS IN
13 THIS STATE.

14 (b) REDUCING THE TIME INDIVIDUALS SPEND EXPERIENCING HOMELESSNESS
15 IN THIS STATE.

16 (c) MOVING INDIVIDUALS EXPERIENCING HOMELESSNESS TO PERMANENT
17 HOUSING OR REDUCING THE NUMBER OF INDIVIDUALS WHO RETURN TO EXPERIENCING
18 HOMELESSNESS IN THIS STATE.

19 2. EXCEPT FOR A PROGRAM OR PROVIDER PROVIDING SERVICES TO VICTIMS
20 OF DOMESTIC VIOLENCE, MAY NOT APPROVE FUNDING TO A PROGRAM OR PROVIDER
21 THAT DOES NOT ENTER INTO A WRITTEN AGREEMENT WITH THE OFFICE TO COLLECT
22 AND SHARE HOMELESS MANAGEMENT INFORMATION SYSTEM DATA REGARDING THE
23 SERVICES PROVIDED TO INDIVIDUALS EXPERIENCING HOMELESSNESS.

24 C. ON OR BEFORE OCTOBER 1, 2027 AND EACH YEAR THEREAFTER, THE
25 DIRECTOR SHALL SUBMIT A REPORT TO ARIZONA DEPARTMENT OF HOUSING FOR
26 INCLUSION IN THE DEPARTMENT'S ANNUAL WRITTEN REPORT. THE REPORT SHALL
27 INCLUDE ALL OF THE FOLLOWING:

28 1. ALL INFORMATION REGARDING THE HOMELESS SERVICES BUDGET.

29 2. A STRATEGIC PLAN ON HOW TO ADEQUATELY ADDRESS HOMELESSNESS IN
30 THIS STATE.

31 3. RECOMMENDATIONS REGARDING IMPROVEMENTS TO COORDINATING AND
32 PROVIDING SERVICES TO INDIVIDUALS EXPERIENCING HOMELESSNESS IN THIS STATE.

33 4. IN COORDINATION WITH THE BOARD, A COMPLETE ACCOUNTING OF THE
34 OFFICE'S DISBURSEMENT OF MONIES DURING THE PREVIOUS FISCAL YEAR FROM:

35 (a) THE PROPERTY LOSS HOMELESSNESS COMPENSATION FUND PURSUANT TO
36 SECTION 41-4105.

37 (b) ANY OTHER GRANT PROGRAM THAT IS ADMINISTERED BY THE OFFICE.

38 41-4104. Arizona homeless services board; membership; powers
39 and duties; executive committee; annual report

40 A. THE ARIZONA HOMELESS SERVICES BOARD IS ESTABLISHED AND CONSISTS
41 OF THE FOLLOWING MEMBERS:

42 1. A MEMBER WHO IS APPOINTED BY THE PRESIDENT OF THE SENATE.

43 2. A MEMBER WHO IS APPOINTED BY THE SPEAKER OF THE HOUSE OF
44 REPRESENTATIVES.

- 1 3. A REPRESENTATIVE OF THE PRIVATE SECTOR WHO HAS KNOWLEDGE
2 REGARDING HOMELESSNESS IN THIS STATE AND WHO IS APPOINTED BY THE GOVERNOR.
3 4. THE DIRECTOR OR THE DIRECTOR'S DESIGNEE.
4 5. A STATEWIDE PHILANTHROPIC LEADER WHO IS APPOINTED BY GOVERNOR,
5 BASED ON THE RECOMMENDATION OF AN ORGANIZATION THAT HELPS SUPPORT
6 NONPROFIT ORGANIZATIONS IN THIS STATE.
7 6. AN INDIVIDUAL WHO EXPERIENCED HOMELESSNESS AND WHO IS APPOINTED
8 BY THE GOVERNOR.
9 7. A REPRESENTATIVE OF A NONPROFIT ORGANIZATION THAT REPRESENTS ALL
10 OF THE COUNTY OFFICIALS IN THIS STATE AND WHO IS APPOINTED BY THE
11 GOVERNOR.
12 B. MEMBERS OF THE BOARD, EXCEPT FOR THE DIRECTOR SHALL SERVE
13 FOUR-YEAR TERMS, AND WHEN A VACANCY OCCURS, THE REPLACEMENT IS APPOINTED
14 FOR THE UNEXPIRED TERM IN THE SAME MANNER AS THE INITIAL APPOINTMENT.
15 C. THE BOARD SHALL SELECT A CHAIRPERSON AND VICE CHAIRPERSON FROM
16 AMONG ITS MEMBERSHIP.
17 D. THE BOARD SHALL ELECT FROM ITS OWN MEMBERSHIP A FOUR-MEMBER
18 EXECUTIVE COMMITTEE.
19 E. THE BOARD SHALL MEET QUARTERLY OR AT THE CALL OF THE
20 CHAIRPERSON. THE CHAIRPERSON SHALL PROVIDE NOTICE OF THE MEETING TO THE
21 MEMBERS AT LEAST THREE CALENDAR DAYS BEFORE THE MEETING.
22 F. A MAJORITY OF THE MEMBERS OF THE BOARD CONSTITUTES A QUORUM OF
23 THE BOARD AT ANY MEETING, AND THE ACTION OF THE MAJORITY OF MEMBERS
24 PRESENT CONSTITUTES THE ACTION OF THE BOARD.
25 G. THE EXECUTIVE COMMITTEE IS EXEMPT FROM THE REQUIREMENTS OF TITLE
26 38, CHAPTER 3, ARTICLE 3.1.
27 H. MEMBERS OF THE BOARD ARE NOT ELIGIBLE TO RECEIVE COMPENSATION
28 BUT ARE ELIGIBLE FOR REIMBURSEMENT OF EXPENSES PURSUANT TO TITLE 38,
29 CHAPTER 4, ARTICLE 2.
30 I. THE OFFICE SHALL PROVIDE STAFF AND ADMINISTRATIVE SUPPORT TO THE
31 BOARD.
32 J. MEMBERS OF THE BOARD MAY SERVE MORE THAN ONE TERM.
33 K. THE BOARD SHALL:
34 1. REVIEW LOCAL AND REGIONAL PLANS FOR PROVIDING SERVICES TO
35 INDIVIDUALS EXPERIENCING HOMELESSNESS.
36 2. COOPERATE WITH MUNICIPALITIES IN THIS STATE TO DO ALL OF THE
37 FOLLOWING:
38 (a) DEVELOP A COMMON AGENDA AND VISION FOR REDUCING HOMELESSNESS IN
39 EACH MUNICIPALITY'S RESPECTIVE REGION.
40 (b) DEVELOP A SPENDING PLAN THAT COORDINATES THE FUNDING SUPPLIED
41 TO LOCAL STAKEHOLDERS.
42 (c) ALIGN LOCAL FUNDING TO PROJECTS THAT IMPROVE OUTCOMES AND
43 TARGET SPECIFIC NEEDS IN EACH COMMUNITY.
44 3. COORDINATE FUNDING WITH PRIVATE ENTITIES IN THIS STATE TO
45 PROVIDE SERVICES TO INDIVIDUALS EXPERIENCING HOMELESSNESS.

- 1 4. RECOMMEND PERFORMANCE AND ACCOUNTABILITY MEASURES FOR SERVICE
2 PROVIDERS, INCLUDING THE SUPPORT OF COLLECTING CONSISTENT AND TRANSPARENT
3 DATA.
- 4 5. REGULARLY UPDATE THE STRATEGIC PLAN ON HOMELESSNESS PURSUANT TO
5 SECTION 41-4103 TO REFLECT TRENDS IN HOMELESSNESS AS IDENTIFIED BY THE
6 REVIEW OF LOCAL DATA AND PERFORMANCE AND ACCOUNTABILITY METRICS.
- 7 6. SET ANNUAL STATE AND LOCAL GOALS FOR REDUCING HOMELESSNESS AMONG
8 THE TARGET POPULATIONS IDENTIFIED BY THE BOARD.
- 9 7. MAKE RECOMMENDATIONS FOR STRATEGIES TO REDUCE ILLEGAL DRUG USE
10 WITHIN HOMELESS SHELTERS, TRANSITIONAL HOUSING AND PERMANENT SUPPORTIVE
11 HOUSING IN THIS STATE.
- 12 8. FACILITATE CONNECTIONS TO ALTERNATIVE SUPPORT SYSTEMS, INCLUDING
13 BEHAVIORAL HEALTH SERVICES, ADDICTION RECOVERY AND RESIDENTIAL SERVICES
14 FOR INDIVIDUALS WHO ARE EXPERIENCING HOMELESSNESS IN THIS STATE OR
15 INDIVIDUALS WHO ARE AT RISK OF BECOMING HOMELESS.
- 16 9. FACILITATE PARTICIPATION IN HOMELESS MANAGEMENT INFORMATION
17 SYSTEM AND DATA SHARING AGREEMENTS AMONG ALL PARTICIPANTS, INCLUDING
18 HOMELESS SERVICES, PHYSICAL HEALTH SYSTEMS, MENTAL HEALTH SYSTEMS AND THE
19 CRIMINAL JUSTICE SYSTEM.
- 20 10. COORDINATE WITH THE CONTINUUM OF CARE ORGANIZATIONS IN THIS
21 STATE TO PROVIDE FOR COOPERATIVE DISTRIBUTION OF AVAILABLE FUNDING.
- 22 11. WORK WITH THE DIRECTOR, THE DEPARTMENT OF HEALTH SERVICES AND
23 THE STATE DEPARTMENT OF CORRECTIONS TO CREATE THE BEST PRACTICES OR
24 INNOVATIVE STRATEGIES FOR HELPING INDIVIDUALS BEING RELEASED FROM
25 INCARCERATION OR AN INSTITUTION TO AVOID HOMELESSNESS.
- 26 12. WORK WITH THE DEPARTMENT OF VETERANS' SERVICES TO CREATE THE
27 BEST PRACTICES FOR HELPING VETERANS IN THIS STATE AVOID HOMELESSNESS.
- 28 13. ESTABLISH RULES AND STANDARDS FOR BEDS LOCATED IN HOMELESS
29 SHELTERS IN THIS STATE, INCLUDING ASSIGNING PRIORITY TO INDIVIDUALS
30 DISCHARGED FROM THE ARIZONA STATE HOSPITAL.
- 31 L. THE EXECUTIVE COMMITTEE PURSUANT TO THIS SECTION SHALL ACT IN AN
32 ADVISORY CAPACITY FOR THE BOARD AND MAKE RECOMMENDATIONS REGARDING THE
33 BOARD'S DUTIES.
- 34 M. THE EXECUTIVE COMMITTEE DOES NOT HAVE AUTHORITY TO MAKE
35 DECISIONS INDEPENDENT OF THE BOARD.
- 36 N. ON OR BEFORE DECEMBER 31, 2027 AND EACH YEAR THEREAFTER, THE
37 BOARD SHALL SUBMIT AN ANNUAL REPORT TO THE GOVERNOR, THE PRESIDENT OF THE
38 SENATE AND THE SPEAKER OF THE HOUSE OF REPRESENTATIVES THAT INCLUDES ALL
39 OF THE FOLLOWING:
 - 40 1. THE STATE'S YEAR-TO-DATE PROGRESS TOWARD REACHING A FUNCTIONAL
41 ZERO LEVEL OF HOMELESSNESS, INCLUDING:
 - 42 (a) THE NUMBER OF INDIVIDUALS WHO ARE EXPERIENCING HOMELESSNESS FOR
43 THE FIRST TIME.
 - 44 (b) THE NUMBER OF INDIVIDUALS WHO RETURNED TO HOMELESSNESS AFTER
45 HAVING EXITED HOMELESSNESS WITHIN THE TWO PREVIOUS YEARS.

- 1 (c) THE NUMBER OF INDIVIDUALS WHO REMAINED HOMELESS SINCE THE LAST
2 REPORT, AS APPLICABLE.
- 3 2. THE PERCENTAGE OF INDIVIDUALS EXPERIENCING HOMELESSNESS WHO:
4 (a) SUFFER FROM ANY OF THE FOLLOWING:
5 (i) A MENTAL HEALTH DISORDER.
6 (ii) SUBSTANCE ABUSE.
7 (iii) A CHRONIC HEALTH CONDITION.
8 (iv) A PHYSICAL DISABILITY.
9 (v) A DEVELOPMENTAL DISABILITY.
10 (vi) HIV VIRUS OR AIDS.
11 (b) ARE ANY OF THE FOLLOWING:
12 (i) SURVIVORS OF DOMESTIC VIOLENCE.
13 (ii) VETERANS.
14 (iii) TWENTY-FOUR YEARS OF AGE OR YOUNGER.
- 15 3. THE COST PER BED FOR EACH NEW SHELTER, TRANSITIONAL HOUSING OR
16 PERMANENT SUPPORTIVE HOUSING COMPARED TO THE AVERAGE COST OF A SIMILAR
17 FACILITY DURING THE PAST THREE YEARS.
- 18 4. ANNUAL OPERATING COST PER BED OF A HOMELESS SHELTER, INCLUDING
19 UTILITIES, STAFF AND MAINTENANCE.
- 20 41-4105. Property loss homelessness compensation fund; loans
- 21 A. THE PROPERTY LOSS HOMELESSNESS COMPENSATION FUND IS ESTABLISHED
22 CONSISTING OF LEGISLATIVE APPROPRIATIONS, GRANTS, GIFTS, CONTRIBUTIONS AND
23 DEVICES. THE OFFICE SHALL ADMINISTER THE FUND. MONIES IN THE FUND ARE
24 CONTINUOUSLY APPROPRIATED. MONIES MAY BE USED FOR ANY OF THE FOLLOWING:
25 1. PROVIDING INTEREST-FREE LOANS TO BUSINESSES IN THIS STATE THAT
26 ENTER INTO AN AGREEMENT WITH THE OFFICE TO USE LOAN MONIES FOR DOCUMENTED
27 COSTS FOR PROPERTY LOSS OR FOR DOCUMENTED COSTS TO MITIGATE PROPERTY LOSS
28 AS A DIRECT RESULT OF THE PRESENCE OF A HOMELESS SHELTER NEAR THE
29 BUSINESS.
30 2. COMPENSATING INDIVIDUALS OR BUSINESSES IN THIS STATE THAT ARE
31 LOCATED WITHIN ONE-FIFTH OF A MILE OF A HOMELESS SHELTER AND THAT
32 EXPERIENCE PROPERTY LOSS AS A DIRECT RESULT OF THE PRESENCE OF THE
33 HOMELESS SHELTER.
- 34 B. THE OFFICE MAY ADOPT RULES, POLICIES AND PROCEDURES TO CARRY
35 OUT THE PURPOSES OF THIS SECTION. ELIGIBLE APPLICANTS SHALL SUBMIT AN
36 APPLICATION FOR A LOAN ON A FORM PRESCRIBED BY THE OFFICE.
- 37 C. INDIVIDUALS AND BUSINESS OWNERS WHO APPLY TO RECEIVE
38 COMPENSATION FOR ANY DAMAGES PURSUANT TO THIS SECTION MUST BE RESIDENTS OF
39 THIS STATE.
- 40 D. A BUSINESS THAT RECEIVES COMPENSATION OR A LOAN FROM THE FUND
41 PURSUANT TO THIS SECTION MUST BE IN GOOD STANDING WITH THE DEPARTMENT OF
42 REVENUE. A BUSINESS SHALL REPAY THE LOAN NOT LATER THAN ONE YEAR FROM THE
43 DAY ON WHICH THE LOAN IS DISBURSED TO THE BUSINESS.
- 44 E. ANY LOANS THAT ARE REPAYED TO THE OFFICE UNDER THIS SECTION SHALL
45 BE DEPOSITED IN THE FUND.

1 41-4106. Ombudsman; powers and duties; annual report

2 A. THE DIRECTOR SHALL EMPLOY AN OMBUDSMAN TO ASSISTS WITH THE
3 DUTIES OF THE OFFICE.

4 B. THE OMBUDSMAN SHALL:

5 1. PROVIDE TRAINING AND INFORMATION TO AGENCIES IN THIS STATE,
6 PRIVATE ENTITIES, INDIVIDUALS, SERVICE PROVIDERS AND OTHER INTERESTED
7 PARTIES IN THIS STATE REGARDING ALL OF THE FOLLOWING:

8 (a) THE RIGHTS AND PRIVILEGES OF AN INDIVIDUAL EXPERIENCING
9 HOMELESSNESS IN THIS STATE.

10 (b) SERVICES AVAILABLE IN THIS STATE TO AN INDIVIDUAL EXPERIENCING
11 HOMELESSNESS AND HOW TO SUBMIT A COMPLAINT.

12 2. DEVELOP A WEBSITE TO PROVIDE THE INFORMATION DESCRIBED IN THIS
13 SECTION IN A FORM THAT IS EASILY ACCESSIBLE.

14 C. THE OMBUDSMAN MAY:

15 1. DECLINE TO INVESTIGATE A COMPLAINT OR CONTINUE AN INVESTIGATION
16 OF A COMPLAINT.

17 2. CONDUCT AN INVESTIGATION ON THE OMBUDSMAN'S OWN INITIATIVE.

18 3. CONDUCT FURTHER INVESTIGATION ON THE REQUEST OF THE COMPLAINANT.

19 4. RECOMMEND THAT A COMPLAINANT PURSUE OTHER AVAILABLE REMEDIES
20 BEFORE PURSUING A COMPLAINT WITH THE OMBUDSMAN.

21 D. A SERVICE PROVIDER IN THIS STATE SHALL DISPLAY AN OMBUDSMAN
22 PROGRAM INFORMATION POSTER CONTAINING THE INFORMATION DESCRIBED IN THIS
23 SECTION IN A LOCATION THAT IS EASILY VISIBLE TO ALL VOLUNTEERS AND STAFF
24 MEMBERS.

25 E. THE OFFICE IS RESPONSIBLE FOR PROVIDING POSTERS TO SERVICE
26 PROVIDERS, WHICH SHALL INCLUDE A TELEPHONE NUMBER AND A LINK TO THE
27 WEBSITE DESCRIBED IN THIS SECTION.

28 F. AFTER THE OMBUDSMAN RECEIVES A COMPLAINT PURSUANT TO THIS
29 SECTION, THE OMBUDSMAN SHALL NOTIFY THE COMPLAINANT AND THE OFFICE WHETHER
30 THE OMBUDSMAN WILL INVESTIGATE THE COMPLAINT AND IF THE OMBUDSMAN DECIDES
31 NOT TO INVESTIGATE THE COMPLAINT, THE REASON FOR THE DECISION.

32 G. IF THE OMBUDSMAN DECIDES TO INVESTIGATE A COMPLAINT, THE
33 OMBUDSMAN SHALL DETERMINE WHETHER A SERVICE PROVIDER'S ACT OR OMISSION
34 REGARDING A PARTICULAR CLIENT:

35 1. IS CONTRARY TO STATE OR FEDERAL LAW.

36 2. PLACES A CLIENT'S HEALTH OR SAFETY AT RISK.

37 3. IS MADE WITHOUT AN ADEQUATE STATEMENT OF REASON.

38 4. IS BASED ON IRRELEVANT, IMMATERIAL OR ERRONEOUS GROUNDS.

39 H. IF THE OMBUDSMAN DETERMINES, AFTER COMPLETING THE INVESTIGATION
40 PURSUANT TO THIS SECTION, THAT A SERVICE PROVIDER'S ACT OR OMISSION
41 VIOLATES STATE OR FEDERAL LAW, THE OMBUDSMAN SHALL PREPARE A WRITTEN
42 REPORT OF THE FINDINGS AND RECOMMENDATIONS AND PROVIDE A COPY OF THE
43 REPORT TO THE CLAIMANT, THE OFFICE AND THE APPROPRIATE COUNTY OR DISTRICT
44 ATTORNEY OR THE ATTORNEY GENERAL.

1 I. THE OMBUDSMAN MAY MAKE RECOMMENDATIONS TO THE OFFICE TO CONSIDER
2 POLICIES OR PROCEDURES THAT MAY NEED TO BE ADDRESSED, MODIFIED OR CANCELED
3 OR ANY OTHER RECOMMENDATIONS NECESSARY TO CARRY OUT THE PURPOSES OF THIS
4 ARTICLE.

5 J. ON OR BEFORE OCTOBER 1, 2027 AND EACH YEAR THEREAFTER, THE
6 OMBUDSMAN SHALL PROVIDE A WRITTEN REPORT TO THE OFFICE FOR INCLUSION IN
7 THE OFFICE'S ANNUAL REPORT PURSUANT TO SECTION 41-4104 THAT INCLUDES ALL
8 OF THE FOLLOWING:

- 9 1. THE TOTAL NUMBER OF COMPLAINTS FILED WITH THE OMBUDSMAN.
- 10 2. THE NUMBER OF COMPLAINTS THE OMBUDSMAN INVESTIGATED.
- 11 3. RECURRING ISSUES AMONG COMPLAINTS.

12 Sec. 3. Initial terms of the members of the Arizona homeless
13 services board

14 A. Notwithstanding section 41-4104, Arizona Revised Statutes, as
15 added by this act, the initial terms of board members who are appointed
16 pursuant to section 41-4104, subsection A, Arizona Revised Statutes, as
17 added by this act, are:

- 18 1. Two terms ending January 1, 2030.
 - 19 2. Two terms ending January 1, 2031.
 - 20 3. Two terms ending January 1, 2032.
- 21 B. All subsequent appointments shall be made as prescribed by law.

22 Sec. 4. Purpose

23 Pursuant to section 41-2955, subsection E, Arizona Revised Statutes,
24 the legislature establishes the office of homeless services to assist and
25 coordinate in providing homeless services in this state.